



**CenturyLink**<sup>TM</sup>

**Glenda R. Weibel**  
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206-346-9428

*VIA E-MAIL and ECFS*

August 29, 2011

William Dever ([william.dever@fcc.gov](mailto:william.dever@fcc.gov))  
Ben Childers ([ben.childers@fcc.gov](mailto:ben.childers@fcc.gov))  
Gary Remondino ([gary.remondino@fcc.gov](mailto:gary.remondino@fcc.gov))  
Competition Policy Division  
Federal Communications Commission  
Wireline Competition Bureau  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

**Re: Qwest 2<sup>nd</sup> Quarter 2011 Special Access Metrics Report No. 2  
WC Docket No. 05-333 (via ECFS)**

Dear Mr. Dever, Mr. Childers and Mr. Remondino,

Pursuant to the Federal Communications Commission's *Memorandum Opinion and Order* released March 9, 2007 in WC Docket No. 05-333, 22 FCC Rcd 5207,<sup>1</sup> Qwest<sup>2</sup> is filing its Special Access Metrics Report for the Second Quarter of 2011. This Report No. 2 provides the New Installation Trouble Report Rate metric and completes the reporting requirement for the Second Quarter 2011.

If you have questions regarding this report, please contact me at 206-346-9428 or at [Glenda.weibel@centurylink.com](mailto:Glenda.weibel@centurylink.com).

Sincerely,

/s/Glenda R. Weibel

Attachment

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<sup>1</sup> *MO&O*, 22 FCC Rcd at 5241 ¶ 65.

<sup>2</sup> Qwest Corporation, the local exchange carrier, is indirectly wholly owned by Qwest Communications International Inc. (QCII). On April 1, 2011, QCII and CenturyLink, Inc. consummated a transaction whereby QCII became a wholly owned subsidiary of CenturyLink.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | APRIL 2011                            |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 6                                     | 66.67%                                |  |  |  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1145                                  | 95.02%                                | 170                                    | 97.65%                                 | -0.63                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 55                                    | 90.91%                                | 8                                      | 87.50%                                 | -1.19                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 15                                    | 86.67%                                | 2                                      | 50.00%                                 | -1.78                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1063                                  | 96.05%                                | 184                                    | 95.11%                                 | -1.16                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 45                                    | 97.78%                                | 20                                     | 100.00%                                | -1.31                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 0.00%                                 | 1                                      | 100.00%                                | -1                                     |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 447                                   | 96.20%                                | 219                                    | 97.72%                                 | -0.71                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 31                                    | 96.77%                                | 27                                     | 100.00%                                | -1.05                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 8                                     | 100.00%                               |  |  |  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 177                                   | 96.05%                                | 34                                     | 100.00%                                | -0.72                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 10                                    | 100.00%                               | 8                                      | 100.00%                                |  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 32                                    | 93.75%                                | 1                                      | 100.00%                                | -1.94                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1053                                  | 97.91%                                | 236                                    | 99.58%                                 | -0.57                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 84                                    | 97.62%                                | 30                                     | 100.00%                                | -1.06                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       |  |  |  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 121                                   | 95.87%                                | 33                                     | 100.00%                                | -0.67                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 13                                    | 100.00%                               | 3                                      | 100.00%                                |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 50.00%                                |  |  |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 144                                   | 94.44%                                | 3                                      | 100.00%                                | -1.62                                  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 1                                     | 100.00%                               |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 296                                   | 92.91%                                | 46                                     | 100.00%                                | -0.14                                  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 23                                    | 91.30%                                | 8                                      | 100.00%                                | -1.07                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       |  |  |  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 334                                   | 93.71%                                | 71                                     | 95.77%                                 | -0.87                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 13                                    | 100.00%                               |  |  |  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 4                                     | 75.00%                                |  |  |  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 641                                   | 97.50%                                | 43                                     | 93.02%                                 | -1.47                                  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 26                                    | 100.00%                               | 13                                     | 100.00%                                |  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 4                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 121                                   | 92.56%                                | 74                                     | 100.00%                                | 0.37                                   |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | APRIL 2011                            |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 10                                    | 100.00%                               | 2                                      | 100.00%                                |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 3                                     | 100.00%                               |  |  |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 391                                   | 94.37%                                | 102                                    | 97.06%                                 | -0.69                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 20                                    | 95.00%                                | 8                                      | 100.00%                                | -1.34                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 10                                    | 90.00%                                | 6                                      | 100.00%                                | -1.19                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 959                                   | 94.68%                                | 112                                    | 98.21%                                 | -0.6                                   |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 44                                    | 95.45%                                | 20                                     | 95.00%                                 | -1.05                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               |  |  |  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 113                                   | 93.81%                                | 127                                    | 96.06%                                 | -0.69                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 9                                     | 77.78%                                | 7                                      | 100.00%                                | -0.68                                  |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | MAY 2011                              |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 6                                     | 83.33%                                |  |  |  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1363                                  | 94.72%                                | 177                                    | 98.31%                                 | -0.44                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 68                                    | 92.65%                                | 22                                     | 95.45%                                 | -1.07                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 12                                    | 83.33%                                | 1                                      | 100.00%                                | -1.62                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1032                                  | 95.35%                                | 155                                    | 95.48%                                 | -1.05                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 83                                    | 96.39%                                | 26                                     | 100.00%                                | -0.9                                   |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 100.00%                               | 4                                      | 100.00%                                |  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 599                                   | 94.49%                                | 283                                    | 97.53%                                 | -0.29                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 47                                    | 97.87%                                | 16                                     | 93.75%                                 | -1.49                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 100.00%                               |  |  |  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 165                                   | 93.33%                                | 47                                     | 97.87%                                 | -0.6                                   |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 7                                     | 100.00%                               | 31                                     | 100.00%                                |  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 26                                    | 92.31%                                | 6                                      | 100.00%                                | -1.24                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 952                                   | 97.37%                                | 193                                    | 99.48%                                 | -0.55                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 71                                    | 97.18%                                | 9                                      | 100.00%                                | -1.48                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               |  |  |  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 113                                   | 95.58%                                | 22                                     | 100.00%                                | -0.85                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 11                                    | 100.00%                               | 13                                     | 100.00%                                |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       |  |  |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 91                                    | 96.70%                                | 6                                      | 83.33%                                 | -1.97                                  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 5                                     | 100.00%                               |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 100.00%                               |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 277                                   | 90.97%                                | 36                                     | 97.22%                                 | -0.52                                  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 39                                    | 94.87%                                | 13                                     | 100.00%                                | -1.09                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 5                                     | 100.00%                               |  |  |  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 312                                   | 95.19%                                | 71                                     | 94.37%                                 | -1.11                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 21                                    | 95.24%                                | 8                                      | 87.50%                                 | -1.45                                  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               |  |  |  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 683                                   | 96.63%                                | 66                                     | 95.45%                                 | -1.13                                  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 28                                    | 92.86%                                | 13                                     | 100.00%                                | -0.94                                  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 122                                   | 92.62%                                | 19                                     | 94.74%                                 | -1.15                                  |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | MAY 2011                              |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 4                                     | 75.00%                                | 3                                      | 100.00%                                | -1.11                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 4                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 414                                   | 93.72%                                | 41                                     | 97.56%                                 | -0.78                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 29                                    | 100.00%                               | 6                                      | 100.00%                                |  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 31                                    | 96.77%                                | 1                                      | 100.00%                                | -2.13                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 881                                   | 98.18%                                | 172                                    | 95.35%                                 | -1.62                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 62                                    | 98.39%                                | 14                                     | 85.71%                                 | -2.34                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               |  |  |  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 114                                   | 96.49%                                | 40                                     | 100.00%                                | -0.67                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 8                                     | 100.00%                               | 3                                      | 100.00%                                |  |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | JUNE 2011                             |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 14                                    | 85.71%                                | 2                                      | 100.00%                                | -1.43                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1132                                  | 95.41%                                | 246                                    | 96.34%                                 | -0.88                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 71                                    | 94.37%                                | 7                                      | 100.00%                                | -1.29                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 13                                    | 92.31%                                |  |  |  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 951                                   | 92.32%                                | 194                                    | 96.39%                                 | -0.47                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 84                                    | 95.24%                                | 29                                     | 96.55%                                 | -1.18                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 21                                    | 100.00%                               |  |  |  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 676                                   | 94.82%                                | 181                                    | 98.34%                                 | -0.47                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 40                                    | 97.50%                                | 7                                      | 100.00%                                | -1.63                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       |  |  |  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 134                                   | 93.28%                                | 141                                    | 97.87%                                 | -0.04                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 13                                    | 100.00%                               | 5                                      | 100.00%                                |  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 51                                    | 98.04%                                | 5                                      | 100.00%                                | -1.82                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1059                                  | 95.47%                                | 132                                    | 96.21%                                 | -0.97                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 101                                   | 98.02%                                | 9                                      | 100.00%                                | -1.61                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       | 1                                      | 100.00%                                |  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 108                                   | 95.37%                                | 42                                     | 95.24%                                 | -1.02                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 8                                     | 100.00%                               | 2                                      | 100.00%                                |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               |  |  |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 118                                   | 93.22%                                | 16                                     | 100.00%                                | -0.77                                  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 13                                    | 92.31%                                |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 1                                     | 100.00%                               |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 453                                   | 97.13%                                | 29                                     | 93.10%                                 | -1.45                                  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 26                                    | 92.31%                                | 17                                     | 100.00%                                | -0.78                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 11                                    | 100.00%                               | 1                                      | 100.00%                                |  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 442                                   | 93.67%                                | 88                                     | 94.32%                                 | -1.02                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 21                                    | 100.00%                               | 5                                      | 80.00%                                 | -2.27                                  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 14                                    | 85.71%                                |  |  |  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 524                                   | 96.95%                                | 147                                    | 98.64%                                 | -0.7                                   |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 32                                    | 96.88%                                | 9                                      | 88.89%                                 | -1.6                                   |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 50.00%                                |  |  |  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 103                                   | 90.29%                                | 20                                     | 95.00%                                 | -0.9                                   |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

Qwest 272 Sunset Special Access Measurements  
JUNE 2011

| State | Metric | Metric Name                          | Product                        | JUNE 2011                             |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 7                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           |                                       |                                       |  |  |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 488                                   | 94.67%                                | 64                                     | 98.44%                                 | -0.63                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 25                                    | 100.00%                               |  |  |  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 29                                    | 96.55%                                |  |  |  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 848                                   | 96.58%                                | 122                                    | 96.72%                                 | -1.07                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 44                                    | 93.18%                                | 7                                      | 100.00%                                | -1.21                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 19                                    | 100.00%                               |  |  |  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 182                                   | 97.80%                                | 22                                     | 95.45%                                 | -1.34                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 13                                    | 92.31%                                |  |  |  |

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| State | Metric | Metric Name                          | Product                        | QTR                                   |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 26                                    | 80.77%                                | 2                                      | 100.00%                                | -1.27                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 3640                                  | 95.03%                                | 593                                    | 97.30%                                 | -0.43                                  |
| AZ    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 194                                   | 92.78%                                | 37                                     | 94.59%                                 | -1.01                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 40                                    | 87.50%                                | 3                                      | 66.67%                                 | -1.61                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 3046                                  | 94.65%                                | 533                                    | 95.68%                                 | -0.77                                  |
| CO    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 212                                   | 96.23%                                | 75                                     | 98.67%                                 | -0.69                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 23                                    | 95.65%                                | 5                                      | 100.00%                                | -1.56                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1722                                  | 95.06%                                | 683                                    | 97.80%                                 | -0.18                                  |
| IA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 118                                   | 97.46%                                | 50                                     | 98.00%                                 | -1.24                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 9                                     | 100.00%                               |  |  |  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 476                                   | 94.33%                                | 222                                    | 98.20%                                 | -0.17                                  |
| ID    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 30                                    | 100.00%                               | 44                                     | 100.00%                                |  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 109                                   | 95.41%                                | 12                                     | 100.00%                                | -1.13                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 3064                                  | 96.90%                                | 561                                    | 98.75%                                 | -0.43                                  |
| MN    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 256                                   | 97.66%                                | 48                                     | 100.00%                                | -0.81                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 2                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 342                                   | 95.61%                                | 97                                     | 97.94%                                 | -0.73                                  |
| MT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 32                                    | 100.00%                               | 18                                     | 100.00%                                |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 4                                     | 75.00%                                |  |  |  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 353                                   | 94.62%                                | 25                                     | 96.00%                                 | -1.11                                  |
| ND    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 19                                    | 94.74%                                |  |  |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 3                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1026                                  | 94.25%                                | 111                                    | 97.30%                                 | -0.69                                  |
| NE    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 88                                    | 93.18%                                | 38                                     | 100.00%                                | -0.25                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 16                                    | 100.00%                               | 1                                      | 100.00%                                |  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1088                                  | 94.12%                                | 230                                    | 94.78%                                 | -0.94                                  |
| NM    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 55                                    | 98.18%                                | 13                                     | 84.62%                                 | -2.3                                   |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 20                                    | 85.00%                                |  |  |  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1848                                  | 97.02%                                | 256                                    | 96.88%                                 | -1.04                                  |
| OR    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 86                                    | 96.51%                                | 35                                     | 97.14%                                 | -1.27                                  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 8                                     | 87.50%                                | 2                                      | 100.00%                                | -1.51                                  |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 346                                   | 91.91%                                | 113                                    | 98.23%                                 | -0.14                                  |

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| State | Metric | Metric Name                          | Product                        | QTR                                   |                                       |  |  |  |
|-------|--------|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
|       |        |                                      |                                | Non-Affiliates<br>Aggregate<br>Volume | Non-Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Volume | RBOC Affiliates<br>Aggregate<br>Result | RBOC Affiliates<br>Aggregate<br>Parity |
| SD    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 21                                    | 95.24%                                | 6                                      | 100.00%                                | -1.46                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 7                                     | 100.00%                               | 1                                      | 100.00%                                |  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 1293                                  | 94.28%                                | 207                                    | 97.58%                                 | -0.48                                  |
| UT    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 74                                    | 98.65%                                | 14                                     | 100.00%                                | -1.61                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 70                                    | 95.71%                                | 7                                      | 100.00%                                | -1.41                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 2688                                  | 96.43%                                | 406                                    | 96.55%                                 | -1.01                                  |
| WA    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 150                                   | 96.00%                                | 41                                     | 92.68%                                 | -1.54                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS0           | 23                                    | 100.00%                               |  |  |  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS1           | 409                                   | 96.33%                                | 189                                    | 96.83%                                 | -0.99                                  |
| WY    | NITR   | New Installation Trouble Report Rate | Special Access - DS3 and above | 30                                    | 90.00%                                | 10                                     | 100.00%                                | -0.86                                  |

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